

Exit Conference Role-Play Activity
Ambulatory Surgical Center

Item	Description
Objective:	Given a role-play scenario and a copy of Appendix L of the State Operations Manual, the surveyor will correctly conduct an Exit Conference correctly 80% of the time.
Prerequisite	Review the State Operations Manual Appendix L Exit Conference section with the new surveyors.
Prior to class:	Print three copies of each scenario and a copy of the Observer Checklist for each participant not directly participating in the role play.
Total Time for Activity:	60-90 minutes (Allow 20-30 minutes for each scenario, depending on class size, activity level and complexity of the scenario debrief.) Note: the Preceptor may choose any or all of the three scenarios depending on time constraints and surveyor experience levels.
Set-up:	Each scenario will reflect a more complex situation within the Exit Conference requiring increased ability in responding to the situation. Each scenario will have the same three roles, but the situation presented and the conference interactions will be different. Each team should have time to review their scenario and enact the scene as outlined in the unscripted description.
Characters:	Choose 3 volunteers for each scenario. Darla Coordinator, Mark Administrator, and Suzy Surveyor

Step:	Preceptor Instructions:	Activity Time:
1.	Ask for volunteers to act out the role play, preferably three different surveyors for each scenario.	5 min.
2.	Give the surveyors time to read the directions, script, and checklist.	10 min
3.	The surveyors conduct the role-play with the rest of the class completing their notes as directed on their observation sheets. Provide direction where appropriate.	15 min.
4.	Debrief by discussing key points, including what went well, what to omit, and potential alternative responses.	10 min.

Surveyor:

Date:

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Directions: Choose which role you would like to play. Provide the checklist sheet to the observers of your role-play. Your observers will check off key points you make during the role-play.

Scenario A

Darla Coordinator is scheduled to conduct an Exit Conference for recertification of an ASC facility with Suzy Surveyor and Mark Administrator participating. Darla must first coordinate her preliminary findings with the findings of Suzy Surveyor prior to the conference.

Interactions:

Darla first meets privately with Suzy Surveyor to review both sets of findings. Darla has noted from both observation and record review that the registration and entrance procedures are confusing to patients and do not always provide sufficient information. She also noted from Provider Notes on follow-up visits that discharge procedures and instructions lack uniformity and the explanation to the patients is not adequate. Suzy has found several infection control issues, including improper sterilization techniques, improper hand washing techniques, and improper re-use of single use medical equipment.

With this data, Darla schedules the Exit Conference with Mark Administrator. The meeting begins with Darla introducing herself and stating the purpose of the meeting is to share informally the team's preliminary findings, but it will not include specific regulations. She asks that attendees hold their questions until the end at which time additional clarifying information may also be presented by the ASC staff. The other members of her survey team introduce themselves. Darla mentions that the LSC surveyors will conduct their exit interview later after completing their work. Mark acknowledges them, introduces himself, and has any other staff members present do the same.

Darla then presents the findings. She explains that Form CMS-2567 will be mailed to them within the next 10 days. She continues to outline the three options for the facility to follow upon receipt of this form. At that point, she summarizes the follow-up options for CMS.

After explaining what an acceptable Plan of Correction must contain, Darla concludes the meeting by briefly describing the completion of the process and asks for questions or additional information. At that point, Mark questions the date on which the POCs must be completed and offers additional information regarding infection control procedures. He does not question any of the findings. Darla and Suzy leave after obtaining the additional information offered.

Surveyor:

Date:

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Directions: Choose which role you would like to play. Provide the checklist sheet to the observers of your role-play. Your observers will check off key points you make during the role-play.

Scenario B

Darla Coordinator is scheduled to conduct an Exit Conference for a complaint survey of an ASC facility with Suzy Surveyor and Mark Administrator participating. Darla must first coordinate her preliminary findings with the findings of Suzy Surveyor prior to the conference.

Interactions:

Darla first meets privately with Suzy Surveyor to review both sets of findings. Because of the complaint, Darla has found from both observation and patient interviews that the facility is not maintaining the confidentiality of patient records.. Darla did observe two records left on a counter in the pre-admission area where anyone could access them.

Suzy has documented a number of clerical errors such as the wrong physician noted on a patient's file and incomplete records sent to the attending physician prior to a procedure.

After an investigation, and with this data, Darla schedules the Exit Conference with Mark Administrator and begins by introducing herself and stating the purpose of the meeting. However, she fails to ask other team members to identify themselves. Accordingly, Mark only introduces himself and asks to record this session.

There is some discussion about the requirements for recording a session, but Darla then continues by asking that any questions be held until the end at which time additional clarifying information may also be presented. As she begins to present the team's preliminary findings, Mark interrupts Darla to question the identity of the ASC personnel interviewed and later asks why it was necessary to contact former patients. Darla has to remind Mark about the guidelines for this session as presented in the beginning.

Continuing on, Darla shares the team's preliminary findings and explains that Form CMS-2567 will be mailed to them within the next 10 days. She continues to outline the three options for the facility to follow upon receipt of this form. At that point, she summarizes the follow-up options for CMS and the requirements for an acceptable Plan of Correction. Darla concludes the meeting by briefly describing the completion of the process and asks for questions or additional information. At this point Mark only has questions about contact personnel for this process.

She obtains a copy of the recording made during the meeting and she and Suzy exit the facility.

Surveyor:

Date:

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Directions: Provide the checklist sheet to the observers of your role-play. Your observers will check off key points you make during the role-play.

Scenario C

Darla Coordinator is scheduled to conduct an Exit Conference for recertification of an ASC facility with Suzy Surveyor and Mark Administrator participating. Darla must first coordinate her findings with the findings of Suzy Surveyor prior to the conference.

Interactions:

Darla first meets privately with Suzy Surveyor to review both sets of findings. Darla and Suzy discuss the fact that when interviewed, staff is defensive and reluctant to answer any questions. During the course of the survey, Darla did discover during a document review that one of the Registered Nurses does not have a current valid license. .

Suzy has determined through record reviews that the plan of correction for infection control from a prior survey has not continued and that infection rates have started to rise.

She then schedules the Exit Conference with Mark Administrator. Due to the number of findings and defensiveness on the part of the staff, Darla appears to be a bit flustered and not completely organized. Eventually she begins by introducing herself and stating the purpose of the meeting as an informal sharing of the team's findings. She also states that there will be time at the end of this meeting for any questions or additional information to be presented by the ASC. Suzy Surveyor introduces herself and Darla then names the other team members who have left the premises.

With a clear air of self-importance, Mark acknowledges the surveyors and introduces himself along with other staff members. Mark then requests to record the session. After some discussion to ensure that the requirements for this are met, the meeting proceeds with Darla attempting to present the preliminary findings of the team. Even though Mark has been informed of the findings, he is increasingly antagonistic and disruptive by disputing or making excusing. Darla attempts to proceed and tries to explain the process about the mailing of Form CMS- 2567 within 10 days and the responsibility of the facility to respond. This results in continued interruptions, thereby ignoring Darla's outline of the proceedings. It becomes apparent that there is no positive outcome for this Exit Conference and that the meeting must be discontinued. Darla then obtains a copy of the recording and contacts her State Agency for further instructions.

Surveyor:

Date:

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Name: _____

Date: _____

Directions: The observer will check off which components of the Exit Conference have been included. These items are reinforcement points for discussion upon conclusion of the role-play.

Checklist

A <input checked="" type="checkbox"/>	B <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Item	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper preparation for Exit Conference	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Complete introduction of self and survey staff	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear presentation of purpose and limits of meeting	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate statement of preliminary findings	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear explanation of facility options for responding to Form CMS-2567	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate responses to questions	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate responses to disruptions	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Collects copy of additional information &/or tapes	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reports to State Agency if appropriate	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		